

**Washington State Department of Transportation  
Northwest Region**

**PROJECT UTILITIES COORDINATION GUIDELINE**

**A. PURPOSE**

1. To establish administrative procedures for utility coordination, which promote timely communication and cooperation between WSDOT and affected Utility Owners during State highway project development and promote successful scheduling of utility relocation to avoid the delay and expense of project construction conflicts.
2. To develop a process and scheduling procedure to identify State highway project utility conflicts and to develop timely, and if possible, mutually acceptable solutions.
3. To define the responsibilities of WSDOT, Utility Owner and construction contractor personnel for cooperative implementation of these procedures.
4. To describe the cost obligations for developing the plans and schedules for project utility relocation.

**B. FACTS TO CONSIDER**

1. The general public provides through taxes and utility rates funding for State transportation projects and for utility relocation. It is in the best interest of the general public to develop project design guidelines that minimize highway project and utility relocation costs.
2. Utility coordination is an essential element of the highway improvement design process since nearly all highway projects involve the utility industry.
3. Early project coordination between WSDOT and Utilities should reduce project delays and public inconvenience.
4. Utility Owners must be allotted time to plan their relocation project, budget funds, comply with environmental and permit requirements, design their facilities, negotiate real estate transactions, order and receive materials, and schedule construction crews, to avoid delays to State highway projects.

5. Even the relocation of a short section of utility line or a few utility poles may result in a utility construction project that is larger than anticipated in scope.
6. Additions, deletions and changes to highway construction plans that affect utility locations and relocations add time and expense to the Utility Owners' effort to plan their utility relocation.
7. Utility Owners need to be included early in the highway design process to ensure that the WSDOT and Utility Owners meet the project's scheduled AD date.

#### **C. DEFINITIONS AS USED IN THESE GUIDELINES**

1. Construction Project Office – The WSDOT office within the Region that manages the construction of a WSDOT project(s).
2. Control Zone Guidelines – Utilities - A guide developed by Utility Owners and the WSDOT for the safe placement of above ground utility objects within the highway right of way. (The Control Zone guidelines can be found in the Utility Accommodation Policy and in the WSDOT Utilities Manual.)
3. Days – Unless otherwise noted, all references to schedule durations are calendar days.
4. Design Office – The WSDOT office within the Region that manages the design of a WSDOT project(s).
5. Excusable Delay – For the purposes of WSDOT Utility coordination, the following is a definition of Excusable Delay. Any delay or failure to perform in a timely manner due to events or causes that are not reasonably within the control or contemplation of the party whose ability to perform is prevented or delayed by such events or causes. Excusable delays may include, without limitation, and by way of example only: acts of God, such as earthquake, flood or other cataclysmic phenomena of nature, slides, acts of the public enemy or of governmental authorities (including, without limitation, the failure of any government entity to issue any required permits or approval in a timely manner), unworkable days as defined in Section 1-08.5 of the *Washington State Department of Transportation Standard Specifications for Road, Bridge and Municipal Construction*, fire, civil disturbances, strikes or other disturbances associated with labor relations, or other causes outside of the reasonable control or contemplation of a party.
6. Letter of Understanding – a letter prepared by WSDOT and countersigned by the Utility Owner that describes the scope, schedule and responsibility for utility Relocation Work associated with WSDOT's highway construction project.

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7. Milestones – Points within the project design schedule at which communication among the Design Office, Utility Office and Utility Owner is essential to insure the cooperative relocation of utility facilities prior to or in conjunction with WSDOT project construction.
8. Plans, Specifications and Estimate (PS&E) – The plans, specifications and estimates for WSDOT projects.
9. Project Plan – WSDOT’s plans and specifications for a highway improvement project that are sufficient in detail for the Utility Owner to develop a Utility Relocation Plan. WSDOT’s Project Plan may be a 30%, 60% or 90% plan, depending upon level of design development for a highway improvement project. See Section D for the elements required for design development levels for 30%, 60%, and 90% Project Plans.
10. Project Specialty Offices – The WSDOT offices that provide expertise in utilities, environmental, materials, landscape, maintenance, right of way, traffic, structures, and other specialized fields.
11. Subsurface Utility Engineering (SUE) Consultant – An engineering firm hired by WSDOT to perform subsurface utility engineering to delineate and document the locations of buried utilities.
12. Traffic Design Office – The WSDOT office within the Region that prepares and reviews the design of the project illumination, ITS, signing, and traffic signals.
13. Relocation Work – Utility construction work made necessary due to impacts from WSDOT’s highway construction project.
14. Utility Construction Agreement – This agreement is required when either the WSDOT or the Utility Owner compensates the other for the construction of new or relocated utility facilities.
15. Utility Facilities – Any facilities for electrical power, communication, cable television, water, gas, oil, petroleum products, steam, chemicals, sewage, drainage, irrigation, fire or police signal systems, and similar lines. The term “Utility Facilities” includes those utility lines and appurtenances that are owned or leased by a government agency for its own use, or otherwise dedicated solely to government use. The term “Utility Facilities” does not include utility lines and appurtenances required for the support, control, operation and maintenance of the highway system, if they are owned and controlled by WSDOT.
16. Utility Object Relocation Record (UORR) – A form used to list above ground utility objects that need correction in order to comply with the Control Zone Guidelines.

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17. Utility Office – The WSDOT office within the Region that coordinates WSDOT and Utility Owner interaction on WSDOT Projects.

18. Utility Owner – The owner of Utility Facilities.

19. Utility Preliminary Engineering Agreement – This agreement is required when WSDOT is obligated to compensate a Utility Owner for the preparation of utility relocation plans.

20. Utility Relocation Plan – The plans and specifications for Relocation Work necessary to accommodate a WSDOT project. A sufficient Utility Relocation Plan may include, but is not necessarily limited to, a detailed statement of the scope of the work to be performed by the Utility Owner, a proposed work schedule, whether the work can be done prior to or concurrent with WSDOT project construction, coordination requirements for Joint Utility Work, and any construction constraints or optional limitations. The Utility Relocation Plan may include the specification of work and requirements for WSDOT installed Utility Facilities and sequencing preferences for construction coordination.

#### **D. LEVELS OF DESIGN DEVELOPMENT FOR PROJECT PLANS**

The levels of design development for Project Plans as used in this guideline are demarcated by the completion of the project documentation listed below.

1. Project Scope:

Project development documentation at this phase is typified by the following:

- a. Draft Project Definition Report,
- b. Preliminary Estimate of Cost,
- c. Identification of major engineering complications, exceptions or waivers,
- d. Preliminary draft environmental information,
- e. Scoping Study mapping, and
- f. Preliminary structure, geotechnical and hydraulic studies.

After the project scope is developed, the Project Plan is assigned to a Design Office. The Design Office then issues a pre-design notice or holds a pre-design meeting.

2. 30% Project Plan elements required for the Project Plan Overview Milestone:

- a. Final Project Definition Report,
- b. Design Level Mapping,
- c. Approved environmental document,
- d. Approved channelization plans,
- e. Preliminary PS&E storm water plans,
- f. Completed soils report,
- g. Preliminary bridge plans,

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- h. Approved right of way red line plans,
  - i. Firm line, grade and geometric layout,
  - j. Preliminary earthwork and grading plans,
  - k. Preliminary plans indicating utility locations, and
  - l. Identification of required environmental and local agency permits.
3. 60% Project Plan elements required for the Utility Relocation Milestone:
- a. Completed VE study,
  - b. Bridge layout plans with schedules, costs, concepts and quantities,
  - c. Completed hydraulics report,
  - d. Completed drainage plans, profiles and details,
  - e. Plans showing location and height of illumination, signals, ITS and signs,
  - f. Utility plans which identify utility locations,
  - g. Approved right of way plans,
  - h. Completed earthwork and grading plan,
  - i. Identification of permits necessary for WSDOT work and anticipated utility relocations, and
  - j. Preliminary project construction staging, working days and schedule.
4. 90% Project Plan elements required for the Construction Planning Milestone:
- :
  - a. Completed project plans, specifications and estimate,
  - b. Completed traffic plans,
  - c. Completed bridge plans,
  - d. Permit conditions have been addressed, and
  - e. Right of way certification date has been established.

## **E. PROJECT UTILITY COMMUNICATION**

When a WSDOT project includes construction, which will affect utility lines or facilities, communication between the WSDOT and the Utility Owners should continue from early project development through the completion of construction.

The chart on the following page and the flow chart located at the back of this document provide guidance for developing a plan to promote communication between the WSDOT and the Utility Owners regarding utilities that could be affected by the project. The chart identifies essential project-level communication tied to WSDOT's project development process and the types of projects undertaken by the Department.

An X on the chart following a project type is a general indication that utility coordination milestone activities can be accomplished through letter, email or other written communication. An O on the chart is a general indication that written correspondence should be supplemented with coordination meetings, field meetings or other face-to-face communication.

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This chart is to be used only as a guide. The project specific communication plan will vary depending upon the scope and complexity of the utility relocation required for a WSDOT project.

PROJECT TYPE	UTILITY COORDINATION COMMUNICATION GUIDE		
	PROJECT PLAN OVERVIEW	UTILITY RELOCATION	CONSTRUCTION PLANNING
<b>P1 Roadway</b>			
1. Repave	X	X	X
2. Safety Restoration	X	X	X
<b>P2 Structures</b>			
1. Rehabilitate or replace	X	O	O
2. Reduce Catastrophic Risk	X	X	O
<b>P3 Other Facilities</b>			
1. Refurbish Rest Areas	X	X	X
2. Construct Weigh Facilities	X	X	X
3. Refurbish Electrical and Mechanical Systems or Rehabilitate or Replace Major Drainage Features	X	O	X
4. Stabilize Unstable Slopes	X	O	O
5. Critical Construction Support to maintain Efficiency and ensure Progress	X	X	X
<b>I1 Mobility</b>			
1. Mitigate Congestion on Urban Highways below Service Level D	O	O	O
2. Provide Level of Service C on Rural Highways	O	O	O
3. Complete Local Bicycle Networks on State Highways within Urban Growth Areas	X	X	X
4. Complete the Freeway Core HOV Lane System	X	O	O
5. Provide Level of Service C on HOV Lanes	X	X	X
<b>I2 Safety</b>			
1. Improve High Accident History Highway Sections	O	O	O
2. Improve Interstate System Geometrics	X	O	O
3. Eliminate major multilane highway at-grade intersections	O	O	O
4. Construct intersection channelization, signals or both	O	O	O
<b>I3 Economic Initiatives</b>			
1. Upgrade highways with all-weather surface to support loads	X	X	O
2. Provide 4-lane LA facilities on a trunk system	O	O	O
3. Ensure access to appropriately sized rest room facilities	X	X	X
4. Replace or modify restricted vertical clearance structures	X	O	O
5. Replace or modify structures that cannot carry legal loads	X	O	O
6. Promote and interpret the heritage resources	X	X	X
7. Provide minimum 4 foot shoulders on bicycle routes	X	X	X
<b>I4 Environmental Retrofit</b>			
1. Reconstruct storm water discharge facilities	X	X	O
2. Remove identified fish passage barriers	X	X	X
3. Reduce the public's exposure to noise	X	X	X
4. Implement Transportation Control Measures for Air Quality	X	X	X

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## **F. WSDOT PROJECT UTILITY COORDINATION**

This section of these guidelines delineates the actions and activities to be undertaken by both the WSDOT and the Utility Owners to facilitate the interests of both parties. The participants and timing of the action is also shown. Although the guidelines are flexible in nature, the failure of the parties to cooperate in good faith and coordinate Project Plans and construction with Utility Relocation Plans and construction will result in time delays and higher costs to both parties.

This coordination section covers a multitude of activities, the use of which varies with the scope and complexity of each WSDOT project and with its effect on utility facilities.

### **1. Project Plan Notification**

Participants: Utility Office, Design Office, and Utility Owners

Schedule: Within 74 days following notice from the Design Office that project design is to begin:

- a. Utility Office will make a reasonable effort to determine which Utility Owners have facilities located within the limits of the WSDOT project.
- b. Design Office will request utility location information from the Utility Office during the development of the preliminary project plan.
- c. Within 14 days of notice from the Design Office that project design is to begin, the Utility Office will send letters to the identified Utility Owners requesting utility as-built information and data.
- d. Utility Owners will provide Utility Facility as-built information within 60 days after the date of the Utility Office's letter request.

### **2. Project Plan Overview Milestone**

Participants: Design Office, Construction Project Office, Utility Owner, Traffic Design Office and Utility Office

Schedule: Within 60 days after the completion of the 30% Project Plan elements (See Sec D.2.):

- a. The Design Office and/or the Utility Office will invite Utility Owners to a project overview meeting. The purpose of the meeting will be to explain the project scope, expectations and schedule. For use at the meeting, the Utility Owners will be provided copies of the 30% Project Plan a minimum of 7 days

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prior to the meeting, showing locations of Utility Facilities corresponding to *CI/ASCE 38-02 –Standard Guideline for the Collection and Depiction of Existing Subsurface Utility Data* Quality Level C and Quality Level D.

- b. Participants will seek to identify environmental issues, real estate acquisitions, erosion control concerns, Control Zone Guidelines compliance and other issues related to the project.
  - c. Utility Owners will verify the locations of their respective Utility Facilities shown on the 30% Project Plan and will provide any additional or updated information with respect to those Utility Facilities.
  - d. Utility Owners will provide an overview of project concerns, relocation issues, property rights, Utility Facility requirements, utility installations needed for future expansion, and schedules for utility preliminary engineering and utility relocation.
  - e. Design Office will identify the need for utility potholing.
  - f. The Design Office and Utility Office will determine if there is a need for subsurface utility engineering corresponding to *CI/ASCE 38-02 –Standard Guideline for the Collection and Depiction of Existing Subsurface Utility Data* Quality Level A or Quality Level B.
  - g. Design Office and Utility Owners will make a good faith effort to identify and evaluate opportunities to avoid or minimize utility conflicts.
3. Utility Relocation Identification

Participants: Design Office, Utility Office, and SUE Consultant

Schedule: Time varies with project complexity and scope:

- a. Design Office continues project design after the 30% Project Plan.
- b. If needed, subsurface utility engineering is completed.
- c. As project design is developed, areas of utility conflict and potential utility relocation are more accurately defined.
- d. Above ground utility objects, which require Control Zone Guidelines compliance are identified and are listed on the project UORR for each Utility Owner.

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- e. Design Office will send the project UORR's and the 30% Project Plan, showing utility conflict areas to the Utility Office for review and approval prior to transmittal of the Utility Relocation Notice to affected Utility Owners.
  - f. Design Office will send the Utilities Office a listing of approvals required by governmental agencies and the expected time schedule for WSDOT permit applications that may affect or be affected by utility relocations.
4. Utility Relocation Notice

Participants: Utility Office and Utility Owners

Schedule: Within 14 days after utility relocation identification:

- a. Utility Office will review the Utility Facilities conflict areas and check the UORR calculations.
  - b. Utility Office will send a utility relocation notice to each Utility Owner, along with a Project Plan which identifies utility locations, the UORR's, a listing and application schedule for governmental approvals for the WSDOT Project, WSDOT Project milestone dates, and an approximate date for a utility relocation meeting.
  - c. If necessary, the Utility Office will begin the development and negotiation of Utility Preliminary Engineering Agreements.
5. Utility Relocation Milestone

Participants: Design Office, Construction Project Office, Utility Office, Utility Owners, Project Specialty Offices and Traffic Design Office

Schedule: Within 30 days after the completion of the 60% Project Plan elements (See Sec D.3.):

- a. The Utility Office will invite Utility Owners to the utility relocation meeting. A 60% Project Plan, which identifies the existing Utility Facilities and how those facilities will be affected by the highway project, will be provided to Utility Owners a minimum of 7 days prior to the meeting. The 60% Project Plan will include information necessary to enable Utility Owners to design and layout the removal and relocation of their existing Utility Facilities, as well as the placement of relocated or additional facilities within the project limits.
- b. At the meeting, Utility Owners will generally discuss utility relocation requirements and consider adding relocation to the WSDOT project contract.

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- c. At the meeting WSDOT will identify time lines for project right of way negotiations and the completion of the project PS&E. Participants will discuss the impact of the proposed time lines on the relocation of utilities affected by the 60% Project Plan.
  - d. Participants will discuss utility issues relating to the project and the schedule for development of the Utility Relocation Plan.
  - e. Participants will discuss the joint trench and joint pole occupation and responsibilities, both in the Utilities' current locations and their relocated positions.
  - f. Utility Owners will, consistent with the expected permit application time schedule for the WSDOT Project, provide a general description of utility impacts, alternatives, and the scope of work of necessary utility relocations for consideration by WSDOT prior to submittal of the Project Plan environmental documentation and permit applications to permitting agencies.
  - g. Utility Owners will determine if the information provided in the 60% Project Plan is sufficient to begin a relocation design. Within 10 days of the utility relocation meeting, the Utility Owner will notify the Design Office if additional information is required. Within 10 days of notification by the Utility Owner that additional information is necessary from WSDOT, the Design Office will provide a projected schedule indicating when this additional information will be provided to the Utility.
6. Utility Relocation Planning

Participants: Utility Owners, Utility Office, and Design Office

Schedule: Begin within 7 days after Utility Owner's receipt of all the information identified as necessary to begin relocation design in the Utility Relocation Milestone (Section 5, above):

- a. Utility Office and the Design Office will continue to work with Utility Owners to address utility relocation issues relating to the project, including development of a coordinated utility relocation plan addressing all affected utilities. The coordinated relocation plan will include a conceptual utility relocation schedule.
- b. Utility Owners will work cooperatively to resolve joint trench and joint pole occupancy relocation issues.
- c. Utility Office will coordinate Control Zone Guidelines compliance with the Utility Owners.

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- d. Utility Office, working with the Design Office, will, where appropriate, execute Utility Preliminary Engineering Agreements with the Utility Owners.
- e. Design Office and the Utility Owners will discuss possible cost effective project design changes that might decrease the amount of or eliminate the need for utility relocation.
- f. Utilities Office will submit to the Utility Owners requests for utility service connections.
- g. If WSDOT and Utility Owners mutually agree to revise the WSDOT design to accommodate utility relocations, WSDOT will revise the 60% Project Plan. If appropriate, the Utility Owner will compensate WSDOT for preliminary engineering costs necessary for revising the design to accommodate the Utility Owner's desired relocation option. Upon completion of the Utility Relocation Planning effort, the Design Office will notify the Utility Owner that the 60% Project Plan is complete and provide the Utility Owner with a copy of the plan.

## 7. Utility Relocation Plan Development

Participants: Utility Owners, Design Office and Utility Office

Schedule: The schedule for completion of the Utility Relocation Plan will be negotiated by the Design Office and the Utility Owners; however, plan development will start immediately following Utility Owner's receipt of the 60% Project Plan as noted in Section 5.a, and be completed within 120 days of the Utility Relocation Milestone meeting.

- a. Each Utility Owner will develop a Utility Relocation Plan for the project based upon its own information and information supplied by WSDOT. The Plan shall include the completed UORR and applications for utility permits and/or utility franchises.
- b. The Utility Relocation Plan shall identify WSDOT project construction elements that must be completed before utility relocation can begin and a construction window(s) that will allow time for utility relocation construction.
- c. Each Utility Owner will submit its Utility Relocation Plan to the WSDOT Utility Office for approval.
- d. Following notification that WSDOT has completed their 60% Project Plan design as noted in Section 6.g, if revisions or changes occur to the Project Plan provided to the Utility Owner that affect a Utility Relocation Plan,

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WSDOT shall promptly notify the affected Utility Owner. The Utility Owner shall modify its Utility Relocation Plan as necessary to adjust to the changes to the Project Plan.

- e. The Utility Owner will track only the increase, if any, in utility relocation design costs attributable to WSDOT caused revisions or changes to the Project Plan provided to the Utility Owner at the completion of the Utility Relocation Planning effort.
  - f. WSDOT will reimburse the Utility Owner, if requested, for an increase in utility relocation design costs directly attributable to WSDOT-caused revisions or changes to the 60% Project Plan that occur after receipt of the plan by the Utility Owner as noted in Section 6.g. Revisions or changes to the Project Plan provided to the Utility Owner at the completion of the Utility Relocation Planning effort that are caused by, for example, other entities, Acts of God, or other causes beyond the control of WSDOT shall not be considered.
8. Utility Relocation Plan Approval

Participants: Design Office, Utility Office, Utility Owners, Construction Project Office and Project Specialty Offices

Schedule: Within 28 days after the Utility Relocation Plan submittal to WSDOT.

- a. Design Office and the Utility Office will confirm that the Utility Relocation Plan is compatible with permit requirements, the Project Plan provided to the Utility Owner at the completion of the Utility Relocation Planning effort, the project schedule and the utility permit or franchise applications.
- b. Design Office will distribute copies of the Utility Relocation Plan to the Construction Project Office and Project Specialty Offices for review.
- c. Design Office will incorporate Utility Relocation Plan requirements in the specifications, plans and schedule for the WSDOT construction contract as necessary.
- d. Utility Office, working with the Design Office, will execute, if required, Utility Relocation Construction Agreements with the Utility Owners.
- e. Utility Office, working with the design office and specialty group offices, will execute, if required, Utility Service Agreements with the Utility Owners.
- f. The Utility Office will coordinate the review of the Utility Relocation Plan, requesting that the Utility Owner provide additional information and revise the plan as necessary to obtain WSDOT approval. The Utility Office will

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notify the Utility Owners when the Utility Relocation Plan has been approved. Utility permits or franchises will be issued for utility relocation work following confirmation that all permits and environmental approvals have been obtained.

9. Construction Planning Milestone

Participants: Utility Owners, Design Office, Construction Project Office and Utility Office

Schedule: Within 5 days following Utility Relocation Plan approval:

- a. Design Office will provide the Utility Owners with the planned project construction schedule and current Project Plan information for utility relocation construction.
- b. The Design Office, Utility Office, and Construction Project Office will analyze the construction schedule in relation to the utility relocation work to be performed by the Utility Owner or it's agent. WSDOT will prepare a letter of understanding describing the scope and schedule for the utility relocation work and transmit the letter to the Utility Owner. The Utility Owner shall sign and return the letter agreeing to the construction schedule.

10. Pre-Advertisement

Participants: Utility Owners, Design Office, Construction Project Office and Utility Office

Schedule: During final Project Plan review:

- a. Utility Owners will proceed to complete the elements identified in the Utility Relocation Plan that can be accomplished prior to WSDOT project construction.
- b. The Design Office, Utility Office, and Construction Project Office will monitor the progress of utility relocation construction. WSDOT will modify, if necessary, the letter of understanding describing the scope and schedule for the utility relocation work and transmit the modified letter of understanding to the Utility Owner. The Utility Owner shall sign and return the modified letter.
- c. If any element of the Utility Relocation Plan is dependent on WSDOT contractor work by the WSDOT contractor, the Design Office, Utility Office and Construction Project Office will develop contract provisions that will require:

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- The WSDOT contractor to provide the Construction Project Office and the affected Utility Owner a specified number of working days notice before the work is expected to be completed and ready for the Utility Owner to begin its relocation work.
  - The WSDOT contractor to issue, through the WSDOT Construction Project Office, a notice to proceed with utility construction work a specified number of working days before the utility work is to commence.
  - The WSDOT Contractor to notify the Construction Project Office and the affected Utility Owner at least 24 hours prior to the utility relocation construction start date identified in the notice to proceed if circumstances arise that prevent the WSDOT contractor from completing the work by the date specified in the notice to proceed.
- d. The WSDOT project will be advertised for bid and if necessary, a pre-bid meeting will be held with prospective bidders to discuss Utility Relocation Plans and scheduled utility windows.

#### 11. Project Construction

Participants: Construction Project Office, WSDOT Contractor and Utility Owners

Schedule: Following WSDOT Project contract award:

- a. Construction Project Office will request Utility Owner attendance at the pre-construction meeting if one is held for the project. Utility Owners will attend the project pre-construction meeting and any other project meetings where issues affecting Utility Owners are to be discussed.
- b. Construction Project Office will send copies of meeting minutes to the Utility Owners.
- c. Construction Project Office will insure inclusion of utility relocation construction windows within the WSDOT project contractor's construction schedule.
- d. In the event of unforeseen conditions requiring changes to either the project scope of work or the schedule of work, the Construction Project Office and the Utility Owners will make every effort to coordinate said changes in a manner that minimizes impacts to the project.
- e. For those elements of the Utility Relocation Plan dependent on WSDOT contractor work the Construction Project Office, WSDOT contractor and Utility owner will develop a utility relocation schedule, consistent with the letter of understanding and contract provisions referred to in Section 10.b

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above, that includes the utility relocation work windows, notices to proceed and notification requirements.

- f. The Utility Owner shall promptly proceed with the utility relocation work as described in the Utility Relocation Plan.
- g. Excusable delays encountered by the WSDOT contractor or the Utility Owner related to utility relocation work to be performed by the Utility Owner or it's agent shall be documented in writing by the party encountering delay and sent to either the Construction Project Office or the Utility Owner, as appropriate, within 5 days of the start of the delay.